

POSITION DESCRIPTION

Position Title: Chief Operating Officer (COO)

Reports To: Chief Executive Officer (CEO)

Supervisory Responsibilities: Office Manager, Development Associate (new position)

FLSA Classification: Exempt

Full-Time Equivalent: 1.0 (40 hours)

Hours of Work: 8:30am - 4:30pm, with some flexibility

Work Location: Gaithersburg, Maryland

Date: October, 2022

POSITION SUMMARY

The COO oversees all operational and administrative functions that support CM's mission, values and vision as articulated in the goals and strategies of CM's Three-Year Strategic Plan. Areas of responsibility include finance, human resources, information technology, fund development, and general office operations and facilities. The COO is part of the Senior Leadership Team along with the CEO and the Chief Communications Officer. In addition to teaming with other employees and supervising employees, the COO also works with volunteers.

RESPONSIBILITIES

Finance

- Ensures that accounting and reporting functions adhere to current legal and regulatory requirements and generally accepted accounting practices applicable to nonprofit corporations. Reviews and recommends segregation of duties to maintain strong internal controls.
- Works with the CEO to create the annual agency budget for Board approval
- Enters expense and revenue data, according to an established chart of accounts and program cost centers, into QuickBooks software
- Ensures that accounts payable are processed and invoices submitted for payment in a timely manner
- Works with CEO and senior staff to monitor and control program expenditures
- Generates standard and ad hoc financial statements for use by the CEO, the Fiscal Committee, Treasurer and Board of Directors
- Provides budgets and other fiscal information as part of initial grant proposals and subsequent fiscal reporting on implementation.
- Monitors investments for maximum growth within approved strategies for risk and return
- Oversees financial and operational risk management, including securing and updating corporate insurance
- Works with the auditor contractor by providing necessary documentation and explanation to enable the issuance of the annual audit, which should be unqualified. Sees that IRS Form 990 is submitted after Board approval.
- Documents fiscal policies and procedures and works with senior leadership and Board for appropriate approvals.

Human Resources

- Ensures that personnel policies and the employee handbook are up-to-date and comply with current labor laws and regulations and effective employment practices and are approved by the CEO and Board of Directors
- With the CEO, manages and coordinates hiring and separation procedures and documentation
- Secures and works with a payroll processing company to handle bi-weekly employee compensation (salary and benefits)
- Works with an identified benefits broker(s) to create an affordable employee benefits package and works with each employee to understand their benefits and any enrollment processes
- Maintains confidential individual employee salary and benefits information
- Maintains active membership in SHRM and utilizes it as a resource to maintain current knowledge of HR law
- Supports the CEO in analyzing program and operations workforce needs including current market rates for staff

Information Technology

- Ensures that staff and volunteers have up-to-date computer hardware to support working at the office, from home or other locations. Recommends upgrades as appropriate for dependable systems. Explores use of new technologies for staff, website and donor support.
- Manages the move to the Cloud enabling off-site server capacity and software support and supervises subsequent operations and costs
- Ensures that the agency's uniquely designed Access software supports the input of donor, volunteer and program data and the generation of needed reports
- Ensures that there is essential equipment and software and training of staff to ensure successful virtual program and administrative operations (Zoom)
- Creates and updates written IT policies and procedures and ensures that staff and volunteers are familiar with them
- Ensures that staff and volunteers have training and support to enable their skilled use of computers and software
- Provides basic support to staff and secures external technical services to minimize uninterrupted hardware and software functioning
- Ensures that various needed data are being collected and entered with quality and accuracy so that reports can be generated in a timely manner
- Ensures that cybersecurity polices, processes and staff training are in place to protect computer systems and networks from information disclosure, theft of, or damage to their hardware, software, or electronic data, and from the disruption or misdirection of the services provided.

Fund Development

- Assists the CEO and the Grants Specialist with proposals by reviewing funder guidelines, developing budget documents, compiling attachments, and submitting online or via mail.
- Maintains documentation of all grant and contract agreements and ensures compliance with reporting requirements
- With the senior leadership team and volunteers, contributes to the design and delivery of special fund-raising events

- Supervises the Development Associate in performance of duties that track individual donors' activity to support relationship building and facilitate mailed and emailed direct appeals; and support special events.

General Office Operations and Facilities

Manages the purchase of essential office equipment (telephones, photocopier, etc.)

Through supervision of the Office Manager, ensures:

- Maintenance of a safe, healthy workplace at The Cottage (CMs offices)
- Management of supply inventory for programs and administrative operations

Monitors state of facilities and recommends needed repairs and improvements. Works with Board to identify capital and facility improvements.

Other

- Maintains Standards of Excellence materials and oversees the re-certification process
- Maintains Board materials such as approved Board minutes and other documents

QUALIFICATIONS

Education

- Minimum of a Bachelor's degree, preferably in health administration, nonprofit management, finance, HR or related field. Master's Degree preferred
- Specialized training in Information Technology and database operations a plus

Experience and Skills

- Belief in the CaringMatters mission
- At least 5 years of mid-senior level management experience in nonprofit organizations with responsibility for most of the operational and administrative functions described above, but especially fiscal and information technology
- Able to manage time effectively to perform multiple tasks and work smoothly under pressure.
- Demonstrated sound pro-active decision-making and problem-solving skills
- Exhibits high standards of accuracy with close attention to details.
- Proficient in QuickBooks, Microsoft Office Suite and Windows, online donor platforms, and Zoom.
- Knowledge of and experience with accounting, labor and tax laws, and IRS requirements specific to nonprofit corporations
- Experience in securing and working with contractors and vendors essential to operations
- Extensive experience with relational database software, preferably Microsoft Access
- Familiar with cybersecurity policies and practices
- Demonstrated ability to work effectively with a wide range of people in a collaborative manner
- Understanding of and adherence to confidentiality practices
- Committed to continuous learning to improve professional skills and agency operations